

CRRC Program Fidelity Survey (May 2013)

Item	CRRC Program Fidelity Items	Present	Not Present	Comments
	Physical Space			
1.	CRRC space is accessible by foot or public transportation for homeless veterans and families.			
2.	CRRC makes office space available to community agencies at no cost.			
3.	CRRC space should accommodate (up to) 15 VA and community agency staff.			
	Access			
4.	CRRC case management service is available 24 hours per day, 7 days per week.			
5.	All veterans entering the CRRC are promptly acknowledged and welcomed by a staff person.			
6.	An assessment is not required for the veteran to receive services at the CRRC.			
7.	CRRC staff return communication from veterans and staff at first opportunity.			
8.	CRRC offers next best alternatives and provides on-site support to the veteran and family if there is a waiting list for needed service.			
	Recovery Orientation			
9.	CRRC staff attitudes towards veterans indicate respect, mutual partnership, and optimism about recovery.			
10.	Veterans receiving services at the CRRC are assisted in identifying their own goals.			
11.	The veteran's right to refuse treatment is respected.			
12.	The CRRC provides all veterans in the program with the opportunity to provide feedback about satisfaction with services.			

13.	CRRC provides services of a formerly homeless Veteran's Peer Specialist on-site.			
	Outreach and Intake			
14.	CRRC has a formal plan developed with community partners to facilitate access to services.			
15.	CRRC utilizes Survey Manager and HOMES system to collect intake information for veteran.			
16.	CRRC staff determines veteran's eligibility as part of intake.			
17.	CRRC offers the veteran and family shelter placement on the day of intake.			
18.	CRRC identifies the special needs of women veterans on the day of intake.			
	Service Coordination			
19.	CRRC assigns a case manager to each veteran who wants one.			
20.	CRRC assists veteran in developing an individualized housing and service plan.			
	Concrete Services			
21.	CRRC provides food and pantry services on-site.			
22.	CRRC provides bathroom and shower services on-site. <ul style="list-style-type: none"> • Separate area designated for women 			
23.	CRRC provides clothing on-site. <ul style="list-style-type: none"> • Separate area designated for women 			
24.	CRRC provides lockers on site. <ul style="list-style-type: none"> • Separate area designated for women 			
25.	CRRC has a clean and comfortable space for veterans to relax during day-time hours.			
26.	CRRC coordinates concrete services with the full array of VA and community resources including: <ul style="list-style-type: none"> ✓ Veteran Drop-In Centers 			

	<ul style="list-style-type: none"> ✓ National Call-In Center for Homeless Veterans ✓ Local food pantries ✓ Restaurant food pick-up organizations ✓ Local public and faith based drop-in centers/shelters 			
	Housing Services			
27.	CRRC offers veteran immediate access to housing resources.			
28.	CRRC coordinates housing services with the full array of VA and community resources including: <ul style="list-style-type: none"> ✓ VASH ✓ Grant and Per Diem ✓ VA Mental Health Residential Treatment ✓ Supportive Services for Veteran Families ✓ HUD/local housing authorities 			
	Vocational/Employment Services			
29.	CRRC offers veteran immediate access to vocational/employment resources.			
30.	CRRC coordinates vocational/employment services with the full array of VA and community resources including: <ul style="list-style-type: none"> ✓ VA Compensated Work Therapy (CWT)/supported employment ✓ Department of Labor (DOL) ✓ State Vocational Rehabilitation Offices ✓ Veterans Service Organizations 			
	Educational Services			
31.	CRRC offers veteran immediate access to educational resources.			
32.	CRRC coordinates educational services with the full array of VA and community resources including: <ul style="list-style-type: none"> ✓ Post 9/11 GI Bill ✓ Local universities/technical schools 			

	<ul style="list-style-type: none"> ✓ Veteran's Educational Assistance Program (VEAP) ✓ Veteran's Upward Bound ✓ Veteran's Employment and Training 			
	Health and Behavioral Health Services			
33.	CRRC has mental health services available on-site.			
34.	CRRC has substance abuse services available on-site.			
35.	CRRC has primary health care nurse available on-site.			
36.	CRRC provides access or direct referral for the following: Hepatitis C, HIV and PPD -TB testing, medical and preventive screening, influenza, pneumococcal and Hepatitis A and B vaccines.			
37.	CRRC coordinates health and behavioral health services with the full array of VA and community resources including: <ul style="list-style-type: none"> ✓ VAMC ✓ Healthcare for the Homeless ✓ Veterans Resource Center ✓ Veteran Justice Outreach ✓ Veteran Dental Assistance ✓ Local hospitals/ER's & clinics ✓ Local peer support organizations 			
	Economic Services			
38.	CRRC has Veterans Benefits Administration representative available on-site at least two days per week.			
39.	CRRC coordinates economic services with the full array of VA and community resources including: <ul style="list-style-type: none"> ✓ Homeless Veteran Benefit Assistance ✓ Social Security ✓ County/community social services ✓ Food Stamps ✓ Credit Repair Services 			
	Community Integration			

40.	<i>Transportation:</i> CRRC provides for VA shuttle, public transportation, car fare or van as needed for community appointments for medical/social services and housing appointments.			
41.	<i>Communications:</i> CRRC provides veteran with access to telephone, voice mail, and internet services.			
42.	<i>Legal:</i> CRRC coordinates legal services with the full array of VA and community resources including: <ul style="list-style-type: none"> ✓ Veterans Legal Aid Society ✓ Veterans Justice Outreach ✓ Local legal aid 			
	Security			
43.	CRRC has plan for security that includes on-site security staff			
44.	CRRC has relationship with local law enforcement			
45.	CRRC has veteran participation in managing a safe program culture			